

DTSNet Remote Access FAQs

1. Who do I contact when I cannot log on to DTSNet?

Submit an IT Help Desk Request and DTS-PO IT will get back to you as soon as possible.

Email: EIAGRP@state.gov

2. What should I do if I can't find the information I want after I log on with my authentication device (aka fob)?

Contact your DTS-PO Customer Account Manager.



3. What are the minimum system requirements to connect remotely with my fob?

- 1) Windows PC with XP SP2 or higher (also works on vista, windows 7, mac , some linux)
- 2) Internet Explorer 6 SP2 or higher, or Firefox 2.0 or higher
- 3) Java 1.5.0_05 or higher

4. I have a colleague who would also like a fob. How do they request one?

Have your colleague contact their DTS-PO Customer Account Manager and request access.

5. Can a fob user access DTSNet via an outside-agency's internal network?

We highly discourage the use of your fob through other-agency networks due to network configuration issues that may prevent successful access to DTSNet. We do not provide troubleshooting support in this regard. The DTSNet fob solution was built to be accessed solely via the raw Internet.

6. Can I share a fob?

No, each user must be approved by DTS-PO and register for his or her own fob.

7. Are there any restrictions with using Wireless (WiFi) to access DTSNet from home?

Technically you can access DTSNet via a WiFi network with no problems. Your SSL VPN session provides secure access into DTSNet.

8. How do I order a replacement fob for a defective, stolen, or lost one?

Submit an IT Help Desk Request and DTS-PO IT will get back to you as soon as possible.

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9. How do I return the fob device?

If you no longer have a need for a fob device, no longer have access to DTSNet, or you are leaving DTS-PO, you will need to return your fob device. To turn in your fob, you may return it directly to your CAM or contact the IT Service Center to open an IT Help Desk Request. Let them know that this is for DTSNet and to assign the ticket to DTS-PO IT. Someone on the DTS-PO IT team will get back to you as soon as possible.

Email: EIAGRP@state.gov

10. Will DTS-PO issue a government-owned computer for access to DTSNet?

No, that cannot be done due to security reasons.